

# PRESS RELEASE



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## **GB Railfreight strengthens contract management team with new appointments**

GB Railfreight has made a series of new appointments to its Contract Management team.

The changes are, according to Managing Director John Smith, designed to boost the company's already excellent standards of customer service.

Leading the new team is **Phil Webster**, 52, who was appointed Head of Contract Management on 3 October 2011.

He moved to that position from his previous role as GBRf's Head of Coal, a post he has held very successfully since 2009.

Phil has worked in the rail industry for 35 years in a variety of operating and commercial roles, and has spent five years with GBRf.

His new position will see him adopting an overarching role across the whole of the company's customer base.

Of his appointment, Phil said: "*GBRf has an excellent reputation for customer service. That reputation hasn't been earned by accident; rather, it's a result of a conscious decision to focus resources on the customer.*"

*"I am looking forward to this new personal and corporate challenge of exceeding customer expectation while achieving financial targets."*

Phil has strengthened his contract management team with two appointments.

**Neil Richardson** becomes Head of Bulk Services and Julie Hayden joins as Contract Pricing and Administration manager, a newly created role in the company.

Neil, 48, has joined from OnTrak, where he was a freelance consultant. He has extensive front line operational experience as well as senior account management and business development roles within the railfreight industry both at home and abroad.

His job will see him looking after commercial aspects of several large contracts, including Simms Metals, Tata Steel and Petrochem Carless.

Neil said: "*I am looking forward to the role as it represents a great opportunity to be part of progressive growth as a key player within the railfreight business with GBRf. My objectives are to build further on the strong commercial framework GBRf has with its clients to ensure that GBRf can continue to consolidate and build upon a solid commercial platform.*"

**Julie Hayden**, 51, joined on 31 October 2011 from DB Schenker Rail UK Ltd, where she worked in a variety of contract administration and finance roles.

Her position as Contract Pricing and Administration Manager will see her looking after the administration of the non-intermodal sales contract to ensure potential revenue streams are maximised, providing management information as required, and advising the commercial team on costings for contractual rates.

Of her appointment, Julie said: *“I am excited about this role and looking forward to the new challenges it will present to me.”*

A further new team member, **Amanda Wilson**, will be joining as Head of Coal from DB Schenker in the new year.

GBRf managing director John Smith said: *“These new appointments represent a consolidation of GBRF’s contract management with Phil Webster at the helm.”*

*“The changes, in part, recognise the outstanding business growth that Phil has achieved in the coal market – GBRf are now handling 25 per cent of coal moved by rail. That’s an impressive ten per cent increase in around two years.”*

*“Phil thoroughly deserves this opportunity and the promotion to the board it brings.”*

John added: *“There will be more appointments to the GBRf commercial team early next year. The development of this team heralds a new way of handling all customer interfaces.”*